

ROSIE – Your Automated Phone Attendant

Remember: Have a medical card for someone on your case ready.

Step 1: From a touchtone phone, **call 1-800-766-9012**.

Step 2: Choose a language – English (press 1) or Spanish (press 2).

Step 3: To set your PIN and start your account, **press 3** followed by the # key on your phone.

Step 4: Enter your **8 digit case number** (listed on page 2) followed by the # key on your phone.

Step 5: Once ROSIE has accepted your case number, enter the one time **4-digit Security Key**.

Step 6: Enter an **11 digit member ID number** for any one of the members listed on page 2, then press the # key on your phone.

Step 7: Enter the **date of birth of the member** – the format is month, day, century, and year. For example, if the date of birth is May 6, 1994, enter 0-5-0-6-1-9-9-4. After the date of birth is entered, press the # key. Hint: The date of birth must be for the same person you used for step 6.

Step 8: Now, it's time to **set up your personal PIN number**. This will be the PIN you will use to access ROSIE in the future. Your PIN number must be 4 numbers you can remember. Do not share your PIN with anyone else. The next time you access ROSIE, you will need to use this PIN. Once you decide on your new PIN, enter the 4 numbers followed by the # key.

Step 9: Confirm your PIN by **entering your new 4 digit PIN again** followed by the # key.

Congratulations! You are now registered to call about your case at any time. When you get ready to check coverage the next time, make sure you have your case number and PIN ready. You can check information for anyone on this case using that information. You must have either their Member ID Number or date of birth and Social Security Number to get information.

Member Web Services – Computer Access

Step 1: Have the Personal Account Information (above on Page 2) and your Medical Cards with you. You will need information from both to register.

Step 2: To get into the Member Web Services home page, enter: <https://www.kmap-state-ks.us/HCP/Member> into your Web browser address bar.

Step 3: Click on the "Register Now" button.

Step 4: You are now on the Member Registration Page. Enter your name (name of the person who received this letter), birth date and zip code. Then enter the case number and security key from Page 2. Using the medical card of one member on your case, enter a Member ID and the Member's date of birth as listed on the medical card. When you are finished, click the 'continue' button.

Step 5: Now you are ready to choose your own personal USER ID and PASSWORD. You will need both of these to log-in and look at your coverage. The User ID must be between 6 and 20 characters long, and must have both letters and numbers. The Password must be between 8 and 20 characters long and have at least one number, one uppercase letter and a lowercase letter. For example, your User ID could be starlight15 and your Password might be MOONlight16. You want to choose a User ID and Password you can easily remember. To be sure you entered your Password correctly, you will be asked to confirm your Password by typing it again.

Step 6: You will then enter your phone number and an e-mail address. If you don't have an e-mail address, you can get one for free by searching the internet.

Step 7: Personalize your account by selecting a 'site' key. The site key is a picture and a word description that will be linked to you when you log in. It helps us make sure your information is secure. Select your favorite site key by clicking on the circle directly below the picture of your choice. You will then need to enter a description of the key – in your own words. This is called a Passphrase. This will help identify you when you try to log-in again. For example, if you select the turtle, you might enter a description of 'Snapper' because you had a pet turtle named Snapper.

Step 8: Finally, select and answer 2 challenge questions. This is another way to prove your identity. When you log into Member Web Services, you will then type in the answer to one of your challenge questions.

Step 9: When you are done, click the 'submit' button.

Congratulations! You are now registered with the Member Web Services. A confirmation e-mail will be sent to you at the e-mail address you gave during registration. You don't have to wait to start using the Member Web Services. Just enter your new User ID on the home page, answer your challenge question, and enter your Password. You are now signed in and ready to go.